IN THE UNITED STATES DISTRICT COURT COURT FOR THE DISTRICT OF MASSACHUSETTS CENTRAL DIVISION AT WORCESTER 27 P 10: 27

MICHAEL DAWE,

v.

Plaintiff

Complaint in

:

04-40192

HOLDSTEIN OFFIC

CAPITAL ONE BANK,

Defendants

Demand for Jury Trial

Jurisdiction

1. Jurisdiction of this Court attains pursuant to the Fair Credit Reporting Act ("FCRA"), section 1681p, and the law of supplemental jurisdiction.

Parties

- 2. Michael Dawe is a natural person who resides in Barre in Worcester County, Massachusetts.
- 3. Mr. Dawe is a "consumer" as defined by FCRA section 1681a(c).
- 4. Defendant Capital One Bank is a Virginia corporation with principal place of business in Richmond, Virginia.
- 5. Defendant Capital One Bank is a "furnisher of information" as used by FCRA section 1681s-2(b).
- 6. Defendant Capital One Bank regularly does business in the State of Massachusetts by, among other things, providing credit to Massachusetts residents.

RECEIPT # 40 4/10 AMOUNT \$ 150.00 SUMMONS ISSUED LOCAL RULE 4.1_ WAIVER FORM_ MCF ISSUED_

BY DPTY, CLK. KA

page 1

- 7. Defendant Capital One Bank is engaged in "trade" and "commerce" as defined by the Massachusetts Consumer Protection Act ("Chapter 93A"), ch. 93A s. 1(b).
- 8. At all times during their activities concerning Mr. Dawe, Defendant Capital One Bank's employees were acting under the supervision and direction of Defendant Capital One Bank.
- 9. Defendant Capital One Bank is liable under the doctrine of respondeat superior for the activities of its employees.

Allegations

- 10. On December 17, 2002, Defendant filed suit against Mr. Dawe in the Worcester District Court.
- 11. The suit was an attempt to collect on an alleged debt incurred for personal, family, or household purposes.
- 12. On June 2, 2003, Mr. Dawe moved to dismiss Defendant's state court complaint for Defendant's failure to respond to discovery as ordered by the trial court.
- 13. On June 10, 2003, the Worcester District Court granted Mr. Dawe's motion.
- 14. A true and accurate of the June 10, 2003, judgment entry is attached.
- 15. Pursuant to Massachusetts Rule of Civil Procedure 41(b)(3), this involuntary dismissal was with prejudice.
- 16. Defendant continued to allege that Mr. Dawe owed the debt and continued its attempts to collect from Mr. Dawe.

- 17. A true and accurate copy of Defendant's April 23, 2004, letter is attached.
- 18. Defendant sent the account to a third party debt collector, Account Solutions Group ("ASG"), for collections.
- 19. A true and accurate copy of ASG's November 10 ,2004, collection letter is attached.
- 20. A true and accurate copy of ASG's November 19,2004, collection letter is attached.
- 21. On January 26, 2004, Mr. Dawe obtained copies of his credit reports from Equifax and Trans Union.
- 22. A redacted copy of Mr. Dawe's credit report from Equifax is attached.
- 23. A redacted copy of Mr. Dawe's credit report from Trans Union is attached.
- 24. These credit reports show Defendant's trade line for the alleged debt.
- 25. Mr. Dawe wrote to Equifax, Experian, and Trans Union on June 9, 2004, disputing the trade line.
- 26. True and accurate copies of Mr. Dawe's June 9 letters are attached.
- 27. The June 9 letters were sent via certified mail, return receipt requested.
 - 28. True and accurate copies of the certified mail receipts

and United States Postal Service web page printouts, showing receipt, are attached.

- 29. Defendant confirmed its trade line as reported by all three credit bureaus.
- 30. Redacted copies of the responses from Equifax, Experian, and Trans Union, showing Defendant's confirmation, are attached.
- 31. As a consequence of Defendant's continued attempts to collect and Defendant's failure to remove the wrong information from his consumer report, Mr. Dawe has suffered economic loss as well as loss of self esteem and peace of mind, and has suffered emotional distress, humiliation and embarrassment.

Count I

FCRA Intentional Violations

- 32. The previous paragraphs are incorporated into this Count as if set forth in full.
- 33. The acts and omissions of Defendant are wilful violations of the FCRA.
- 34. Pursuant to FCRA section 1681n and the Declaratory Relief Act, Plaintiff is entitled to actual damages not under \$100 and not over \$1000, to punitive damages, and to declaratory relief, as well as reasonable attorney's fees and costs.

Count II

FCRA Negligent Violations

- 35. The previous paragraphs are incorporated into this Count as if set forth in full.
 - 36. The acts and omissions of Defendant are negligent

violations of the FCRA.

37. Pursuant to FCRA section 1681o and the Declaratory Relief Act, Plaintiff is entitled to actual damages and to declaratory relief, as well as reasonable attorney's fees and costs.

Count III

Chapter 93A

- 38. The previous paragraphs are incorporated into this Count as if set forth in full.
- 39. The acts and omissions of Defendant constitute violations of Chapter 93A:2.
- 40. Pursuant to Chapter 93A:9, demand was made upon Defendant at least thirty days prior to litigation.
- 41. A true and accurate copy of that demand letter, with the U.S. Postal Service certified mail return receipt card, is attached.
- 42. Defendant responded, but made no offer to settle. Indeed, Defendant continued to attempt to collect on the alleged debt despite the dismissal with prejudice.
- 43. True and accurate copy of Defendant's response letter is attached.
- 44. Pursuant to Chapter 93A:9, Plaintiff is entitled to actual damages, to declaratory relief, to an injunction prohibiting Defendants from the acts and practices that violate state law, and treble damages, as well as reasonable attorney's fees and costs.

Count IV

Negligent Infliction of Severe Emotional Distress

- 45. The previous paragraphs are incorporated into this Count as if set forth in full.
- 46. Defendant's actions constitute negligent infliction of severe emotional distress.
- 47. Plaintiff is entitled to actual damages in an amount to be awarded within the reasonable discretion of a jury.

Count V

Intentional Infliction of Severe Emotional Distress

- 48. The previous paragraphs are incorporated into this Count as if set forth in full.
- 49. Defendant's actions constitute intentional infliction of severe emotional distress.
- 50. Plaintiff is entitled to actual damages in an amount to be awarded within the reasonable discretion of a jury.

Count VI

<u>Negligence</u>

- 51. The previous paragraphs are incorporated into this Count as if set forth in full.
- 52. Defendant had duties to stop collection attempts and to repair Plaintiff's consumer report.
- 53. Defendant breached these duties, proximately and directly causing damage to Plaintiff.
 - 54. Plaintiff is entitled to actual damages in an amount to be

awarded within the reasonable discretion of a jury.

Count VII

<u>Defamation</u>

- 55. The previous paragraphs are incorporated into this Count as if set forth in full.
- 56. Defendant's entries on Plaintiff's credit histories constitute common law defamation.
- 57. Plaintiff is entitled to actual damages in an amount to be awarded within the reasonable discretion of a jury.

<u>Prayer</u>

WHEREFORE, Plaintiff prays that the Court grants the following:

- 1. Actual damages under state and federal law.
- 2. Punitive damages under federal law.
- 3. Statutory damages under state and federal law.
- 4. A declaration under state and federal law concerning the illegality of Defendants' acts and practices.
- 5. An injunction prohibiting Defendants from violating state and federal law.
- 6. Reasonable attorney's fees and costs.
- 7. Such other and further relief as the Court deems just and proper.

Respectfully submitted,

Jason David Fregeau, Trial Attorney (565657)

47 Lincoln Road Longmeadow, MA 01106 413/567-2461 413/567-2932 fax

Attorney for Plaintiff

Document 1

Filed 09/27/2004

JUDGMENT OF DISMISSAL

DOCKET NUMBER

200262CV002639

Trial Court of Massachusetts **District Court Department**



| <u> </u> | | | |
|---|------|---|---------------------------|
| CASE NAME CAPITAL ONE BANK VS. MICHAEL J. DAWE | | | · |
| PLAINTIFF(S) WHO ARE PARTIES TO THIS JUDGMENT PO1 CAPITAL ONE BANK | ar. | CURRENT COURT Worcester District 50 Harvard Street Worcester, MA 0 (508) 757-8350 | et |
| DEFENDANT(S) WHO ARE PARTIES TO THIS JUDGMENT DO1 MICHAEL J. DAWE | | ROOM/SESSION | CHAPEAR CHAPEAR CHAPEAR |
| PARTY TO WHOM THIS COPY OF JUDGMENT IS ISSUED D01 MICHAEL J. DAWE 744 WHEELWRIGHT RD. BARRE, MA 01005 | | * | 1 |
| ATTORNEY FOR PARTY TO WHOM THIS COPY OF JUDGMENT IS ISSUE | ED _ | - | <u> </u> |
| | | | |

JUDGMENT OF DISMISSAL

On the above action, upon motion, it is hereby Ordered and Adjudged by the Court, or judgment is hereby entered directly by the Clerk-Magistrate in accordance with the Massachusetts Rules of Civil Procedure, that this action be dismissed, and that the Plaintiff(s) take nothing (Brennan, Hon. Dennis J.).

NOTICE OF ENTRY OF JUDGMENT

Pursuant to Mass. R. Civ. P. 54, 58, 77(d) and 79(a), this Judgment has been entered on the docket on the "Date Judgment Entered" shown below, and this notice is being sent to all parties.

DATE JUDGMENT ENTERED 06/10/2003

Date/Time Printed: 06/10/2003 02:45 PM

FORM NO.



Capital One Services, Inc. P.O. Box 85699 Richmond, VA 23285-5699

April 23, 2004

Michael J. Dawe 744 Wheelright Rd. Barre, MA 01005-8850

Re: 7812601777706746

Dear Mr. Dawe.

Thank you for your recent letter to Capital One. I appreciate the opportunity to assist you but apologize for any confusion surrounding the above referenced account.

As you requested, we have discontinued collection efforts which should prevent the receipt of additional calls or letters intended for the purpose of debt collection. Our Financial Solutions and Recoveries Departments, and the agencies we employ, adhere to all applicable guidelines and regulations when contacting customers regarding delinquent accounts.

A review of our records indicates that your account was opened on September 20, 2000, following the receipt of a signed application for credit. Regrettably, not all payments were received in a timely manner as requested and your account was charged off as an unpaid debt on August 27, 2002. As of the date of this letter, your account reflects a balance of \$16,032.46. For your reference, I have enclosed a copy of the original application.

I apologize for any inconvenience that this matter has caused and hope that you will not hesitate to call me directly with any questions or remaining concerns. I can be reached by calling 800-955-1455, Ext. 494-2552.

Sincerely.

Will Milligan **Executive Offices**

Capital One Services, Inc.

Enclosure

PO BOX 628 4:04-cv-40192-FDS BUFFALO, NY 14240-0628

Document 1

File Page 11 of 32

Account Solutions Group, LLC | 205 Bryant Wo

205 Bryant Woods South Amherst, NY 14228

ADDRESS SERVICE REQUESTED

1-800-741-8860

11-10-03 3545884

RE: CAPITAL ONE SERVICES ACCOUNT #: 3545884 BALANCE: \$15,375.20

sent to our Buffalo, NY mailing address: PO Box 628, Buffalo, NY 14240-0628.

ACCOUNT SOLUTIONS GROUP, LLC. PO BOX 628
BUFFALO, NY 14240-0628

ANY DISHONORED CHECK OR ITEM MAY BE ASSESSED.
A SERVICE CHARGE AS AUTHORIZED BY STATE LAW &

IMPORTANT: To receive proper credit, be sure to enclose this portion with your payment.

Dear Michael J Dawe:

This account has been listed with our office for collection. Enclose your payment in the envelope provided and make your check or money order payable to ACCOUNT SOLUTIONS GROUP, LLC. All payments and correspondence should be

Should you wish to speak to a representative concerning your account you may contact this office toll free at 1-800-741-8860. Please refer to the account number indicated above. Our office hours are Monday through Friday 8am-10pm EST, Saturday 8am-12pm EST, and Sunday 5pm-10pm EST.

This is a communication from a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that this debt or any portion thereof is disputed, this office will obtain verification of the debt or obtain a copy of a judgment against you and mail you a copy of such verification or judgment. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

Notice of Important Rights:

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the collection agency.

All payments and correspondence should be sent to our mailing address: Account Solutions Group, LLC; PO Box 628; Buffalo, NY 14240-0628. Our Massachusetts office is located at 8 Suburban Park Drive, Billerica, MA 01821.

Sincerely,

ACCOUNT SOLUTIONS GROUP, LLC A Professional Debt Recovery Agency PO BOX 628 4:04-cv-40192-FDS

BUFFALO, NY 14240-0628

ADDRESS SERVICE REQUESTED

1-800-741-8860

11-19-03 3545884 age 12 of 32

205 Bryant Woods South Amherst, NY 14228

RE: CAPITAL ONE SERVICES ACCOUNT #: 3545884

SETTLEMENT OFFER: \$9000.00

BALANCE: \$15,411.72

#BWNDLZK #F000'042I BCO0# Allami milli lem kirri kiris kelala skela kirri kala kirri a kela kil MICHAEL J DAWE A029 744 WHEELWRIGHT RD FC2 BARRE MA 01005-8850

ACCOUNT SOLUTIONS GROUP, LLC. PO BOX 628 BUFFALO, NY 14240-0628 linHilokahldolllinHaallinihlliHiloikllikaHil

IMPORTANT: To receive proper credit, be sure to enclose this portion with your payment.

Document 1

Dear Michael J Dawe:

As an authorized representative of our client CAPITAL ONE SERVICES, we have permission to offer you an opportunity to pay less than the amount due. This settlement, as offered, shall be in the total amount of \$9000.00.

This settlement offer will expire unless we receive your payment of \$9000.00, due in our office on or before 11-30-03.

Should you accept this settlement offer, upon receipt and clearance of your payment, we will notify our client so it can update its records accordingly to reflect a settlement in full.

If you have any questions relative to the above referenced settlement, please do not hesitate to contact our office toll free at 1-800-741-8860. Our office hours are Monday through Friday 8am-10pm EST, Saturday 8am-12pm EST, and Sunday 5pm-10pm EST.

This is a communication from a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose.

Notice of Important Rights:

You have the right to make a written or oral request that telephone calls regarding your debt not be made to you at your place of employment. Any such oral request will be valid for only ten (10) days unless you provide written confirmation of the request postmarked or delivered within seven (7) days of such request. You may terminate this request by writing to the collection agency.

All payments and correspondence should be sent to our mailing address: Account Solutions Group, LLC; PO Box 628; Buffalo, NY 14240-0628. Our Massachusetts office is located at 8 Suburban Park Drive, Billerica, MA 01821.

Sincerely,

ACCOUNT SOLUTIONS GROUP, LLC A Professional Debt Recovery Agency

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Company Address

: P0 Box 26030 Richmond VA 23260-6030 Phone: (800) 955-7070

CAPITAL ONE FSB # 7812601777706746 REVOLVING ACCOUNT

>PROFIT AND LOSS WRITEOFF< \$15598 INDIVIDUAL ACCOUNT

 UPDATED
 01/2004
 BALANCE:
 \$15598

 OPENED
 09/2000
 MOST OWED:
 \$12843

 CLOSED
 09/2002
 >PAST DUE:
 \$15598

>STATUS AS OF 09/2002: CHARGED OFF AS BAD DEBT<

ase 4:04-cv-40192-FDS Document 1 Filed 09/27/2004 Page 15 of 32 USE UNIT ID: 0005 0.37 Certified Fee 2.30 Postmark Return Reciept Fee (orsement Regulred) 1.75 Clark: DZQNHO 4.42 06/09/04 Total Postage & Fees

Sent To

Street, Apt. No.;
or PO Box No.?
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PS Form 3800, June 2002

See Reverse for instructions

REQUEST FOR INVESTIGATION

Name: DAWE, MICHAEL, JOSEPH

Address: 744 WHEELWRIGHT RD. BARRE, MA

Date of Birth: 10/26/1955

Social Security #: 026-46-6297

Telephone:

(978) 3556742

Company Name as listed on report:

Capital One FSB

Account number:

#781260177770....

REASON:

- 1. This account is listed on my report, it should not be listed at all, this account IS NOT MINE.
- 2. In a lawsuit Capital One FSB file against Michael J Dawe in 1/03 Capital One FSB could not prove this account existed and in 6/03 by court order the case was dismissed. A copy of the dismissal order is enclosed.
- 3. Please investigate and remove this account from my file, as it does not exist.

Regards



Track & Confirm Track & Confirm **Current Status** Enter label number: You entered 7004 0550 0000 8699 6537 Your item was delivered at 12:51 pm on June 14, 2004 in ALLEN, TX ्रिकेट की विकास के प्राप्त के प्राप्त के प्राप्त के अपने के प्राप्त के अपने किया है। जिल्लाक के क्षेत्रकार के प्राप्त के प्राप्त के अपने किया के प्राप्त के प्राप्त के प्राप्त के किया के प्राप्त क 75013. 🖯 Track & Confirm FAQs 🖰 663 Shipment Betails > **Notification Options**

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What is this?

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Attach this card to the back of the mailplece, Print your name and address on the reverse NCAC NCAC Article Number
(Transfer from service label) ALLEN, IX 75013 A. Signature COMPLETE THIS SECTION ON DELIVERY ☐ Certified Mail
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▶ Track & Confirm by email

FOR INVESTIGATION

Filed 09/27/2004

Page 17 of 32

Name: DAWE, MICHAEL, JOSEPH

30374

Address: 744 WHEELWRIGHT RD. BARRE, MA

See Reverse for Instructions

Date of Birth: 10/26/1955

Social Security #: 026-46-6297

Telephone: (978) 3556742

Company Name as listed on report:

Capital One FSB

Account number:

*#*781260177770....

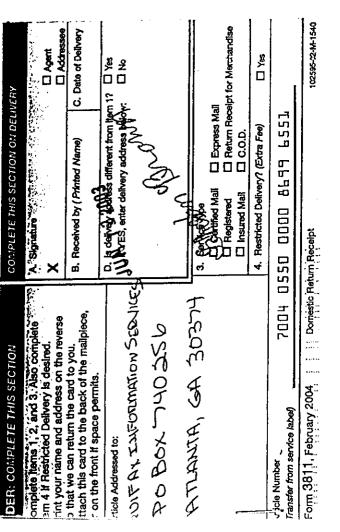
REASON:

- 1. This account is listed on my report, it should not be listed at all, this account IS NOT MINE.
- In a lawsuit Capital One FSB file against Michael J Dawe in 1/03 Capital One FSB could not prove this account existed and in 6/03 by court order the case was
 dismissed. A copy of the dismissal order is enclosed.
- 3. Please investigate and remove this account from my file, as it does not exist.

Regards



Track & Confirm Current Status You entered 7004 0550 0000 8699 6551 Your item was delivered at 12:53 pm on June 12, 2004 in ATLANTA, GA 30348. Shipment Datails Track & Confirm FAQs 60 Notification Options Track & Confirm by email What is this?



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FOR INVESTIGATION

Filed 09/27/2004

Page 19 of 32

Name: DAWE, MICHAEL, JOSEPH

Address: 744 WHEELWRIGHT RD. BARRE, MA

Date of Birth: 10/26/1955

Social Security #: 026-46-6297

Telephone: (978) 3556742

Company Name as listed on report:

Capital One FSB

Account number:

#7812601777706746

REASON:

- 1. This account is listed 2 times on my report, they should not be listed at all, these accounts ARE NOT MINE.
- In a lawsuit Capital One FSB file against Michael J Dawe in 1/03 Capital One FSB could not prove this account existed and in 6/03 by court order the case was dismissed. A copy of the dismissal order is enclosed.
- 3. Please investigate and remove these accounts from my file, as they don't exist.

Regards



Track & Confirm Current Status You entered 7004 0550 0000 8699 6544 Your item was delivered at 8:55 am on June 11, 2004 in CRUM LYNNE, PA 19022. Shipment Details Track & Confirm FAQs 6a. Notification Options Track & Confirm by email What is this?

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CREDIT FILE: June 26, 2004 Confirmation # 4168045754 P.O. Box 105518 Atlanta, GA 30348

Manadilladiaddalaldalalddladddalddaldd 000453726-29 Michael Dawe 744 Wheelwright Rd Barre, MA 01005-8850

Equifax has now completed the reinvestigation you requested of certain information in your Equifax credit file. The results of our reinvestigation of these items are below.

Dear Michael Dawe:

| | J : Voluntary Surrender K : Repossession L : Charge Off |
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The Results Of Our Reinvestigation

Current Status - Charge Off; Type of Account - Installment; Type of Loan - Credit Card; Whose Account - Individual Account. Account History

08/2002 07/2002 06/2002 05/2002 4 3 2 1 with Status Codes

You may contact Equifax regarding the specific information contained in this letter within the next 60 days by visiting us at www.investigate.equifax.com or by calling a Customer Service Representative at (888) 588-0688 from 9:00am to 5:00pm M - F in your time zone. >>> We have researched the credit account. Account # - 781260177770* The results are: Equitax verified that this item belongs to you. If you have additional questions about this item please contact: Capital One, PO Box 26030, Richmond VA 23260-6030 Phone: (800) 955-7070 If you have any additional questions regarding the information provided to Equifax by the source of any information, please contact the source of that information directly.

Thank you for giving Equifax the opportunity to serve you.

Ŋ

Case 4:04-cv-40192-FDS *** 127657120-003 ***

P.O. Box 2000 Chester, PA 19022

RETURN SERVICE REQUESTED

Document 1 Filed 09/27/2004 Page 22 of 32 TRANSUNIO TILE NUMBER: 127657120

PAGE 1 OF 9

DATE THIS REPORT PRINTED: 06/26/2004

SOCIAL SECURITY NUMBER: XXX-XX-6297

BIRTH DATE: 10/1955

YOU HAVE BEEN IN OUR FILES SINCE: 12/1985

PHONE: 355-6742

CONSUMER REPORT FOR:

**** DAWE, MICHAEL, JOSEPH 744 WHEELWRIGHT RD

BARRE, MA 01005

FORMER ADDRESSES REPORTED:

1 WHEELWRIGHT RD, BARRE, MA 01005

EMPLOYMENT DATA REPORTED:

REEDRICO

DATE REPORTED: 03/1998

INVESTIGATION RESULTS

WE HAVE COMPLETED OUR REINVESTIGATION AND THE RESULTS ARE SHOWN BELOW.

DESCRIPTION

RESULTS

CAPITAL ONE FSB

ITEM

7812601777706746 NEW INFORMATION BELOW

CAPITAL ONE FSB

7812601777706746

NEW INFORMATION BELOW

ANY CORRECTIONS TO YOUR IDENTIFICATION REQUESTED BY YOU HAVE BEEN MADE AS NOTED ABOVE. YOUR UPDATED CREDIT INFORMATION FOLLOWS.

SPECIAL NOTES: YOUR SOCIAL SECURITY NUMBER HAS BEEN MASKED FOR YOUR PROTECTION. YOU MAY REQUEST DISCLOSURE OF THE FULL NUMBER BY WRITING TO US AT THE ADDRESS FOUND AT THE END OF THIS REPORT. ALSO, ANY ITEM ON YOUR CREDIT REPORT THAT BEGINS WITH 'MED1' INDICATES MEDICAL INFORMATION. THE DATA FOLLOWING THIS WORD IS NOT DISPLAYED TO ANYONE BUT YOU.

YOUR CREDIT INFORMATION

THE FOLLOWING ACCOUNTS CONTAIN INFORMATION WHICH SOME CREDITORS MAY CONSIDER TO BE ADVERSE. ADVERSE ACCOUNT INFORMATION MAY GENERALLY BE REPORTED FOR 7 YEARS FROM THE DATE OF THE FIRST DELINQUENCY, DEPENDING ON YOUR STATE OF RESIDENCE. THE ADVERSE INFORMATION IN THESE ACCOUNTS HAS BEEN PRINTED IN >BRACKETS< FOR YOUR CONVENIENCE, TO HELP YOU UNDERSTAND YOUR REPORT. THEY ARE NOT BRACKETED THIS WAY FOR CREDITORS. (NOTE: THE ACCOUNT # MAY BE SCRAMBLED BY THE CREDITOR FOR YOUR PROTECTION).

06270400000184 1/12 DT

REPORT ON DAWE, MICHAEL, JOSEPH SOCIAL SECURITY NUMBER:

PAGE 2 OF 9

TRANSUNION FILE NUMBER: 127657120

REVOLVING ACCOUNT

CAPITAL ONE FSB PH#: (800) 955-7070

11013 W BROAD ST, GLEN ALLEN, VA 23060-5937

ACCT# 7812601777706746 >PROFIT AND LOSS WRITEOFF<

CREDIT CARD \$16223 INDIVIDUAL ACCOUNT

UPDATED 06/2004 BALANCE: \$16223 OPENED 09/2000 MOST OWED: \$12843 CLOSED 09/2002 >PAST DUE: \$16223<

>STATUS AS OF 06/2004: CHARGED OFF AS BAD DEBT<

www.creditexpert.com

Report date

Page 1 of 12

Experian

Allen TX 75013 P.O. Box 9595 SON

Locate your Report Number If you have questions then contact us within 90 days from the date on this

www.experian.com/disputes. For efficient, self-directed service, log on to report.

For assistance, call 800 583 4080

M - F 9am - 5pm in your time zone.

To order a copy of your Experian Credit Score, call 1 888 322 5583.

credit with Credit Manager, Protect and manage your

contain medical information are report, but in reports to others relating to physical, mental, or they display only as MEDICAL PAYMENT DATA. Consumer could appear in the name of a behavioral health or condition) Although we do not generally statements included on your payment history to us. If so, those names display in your data furnisher (i.e.. "Cancer By law, we cannot disclose certain medical information report at your request that collect such information, it Center") that reports your

Items we investigated

781260177770....

Outcome Remains

About our verification process

information

Correction Summary

experian

CAPITAL ONE FSB Credit items

-- add a statement disputing the accuracy or completeness of the information; and -- request a description of how we verified the information, including the business other purpose (twelve months for residents of Colorado, Maryland, and New York), credit report in the past two years for employment purposes or six months for any -- request that we send these results to organizations who have reviewed your The following shows the revision(s) made to your file as a result of our verification. name and address contacted and the telephone number if reasonably available; If you still question an item, then you may want to contact the source of the If no information follows, our response appeared on the previous page. The federal Fair Credit Reporting Act states that you may:

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785 MA 0.1005 2050 .Ա.Ս. Հայանական արագրագրան անության անության անության անություն անության անության անության անության անության ա

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disclosed to others.

Report date

July 01,2004

MICHAEL J DAWE Report number 0888013775

Prepared for

Page 2 of 12

www.experian.com/disputes Call 800 583 4080

Information affecting your creditworthiness

items listed with dashes before and after the number, for example "1", may have a potentially negative effect on your future credit extension and are listed first on the report.

Credit grantors may carefully review the items listed below when they check your credit history. Please note that the account information connected with some public records, such as bankruptcy, also may appear with your credit accounts listed later in this report.

Credit items

| Credit limit or original amount/ High balance | \$15,381 / \$16,223 |
|---|--|
| Responsibility | Individual |
| Date opened/ Date of status/ Type/ Reported since Last reported Monthly payment Responsibility | Revoking/ 84 Montis/ \$0 |
| Date of status/ Last reported | 1-2003/ 6-2004 |
| Date opened/ Reported since | 9-2000/ 9-2000 |
| Source/ Account number (except last few digits) | 1 CAPITAL ONE FSB PO BOX 26625 RICHMOND VA 23261 781260177770 |

| Status Details | Status: Account charged off/Past due 120 days. \$13,894 written off. \$16,223 past due as of 6-2004. Account history: Charge Off as of 6-2004, 5-2004, 3-2004, 10-2003 to 2-2004, 6-2003, 4-2003, 12-2002, 120 days as of 8-2002, 90 days as of 6-2002, 31 have as of 5-2002 |
|-----------------------------------|--|
| Recent balance/ Recent payment | \$16,223 as of 6-2004/ |

Jason David Fregeau
Attorney at Law
47 Lincoln Road
Longmeadow, MA 01106
Tel. 413-567-2461
Fax 413-567-2932
Also admitted in Ohio

August 26, 2004

By Certified U.S. Mail

Beverley L. Crump, Registered Agent Capital One Bank 11 South 12th Street Richmond, VA 23219

Re: Dawe v. Capital One Bank

Dear Ms. Crump:

I represent Michael Dawe regarding an item that appears on his credit reports. All communications, written or verbal, regarding this matter are to come only to me. Defendant's acts and communications contain violations of the Fair Credit Reporting Act, 15 U.S.C. ss. 1681-1681u ("FCRA"), the Massachusetts Consumer Protection Act, M.G.L. ch. 93A ("Chapter 93A"), common law negligence, and common law defamation.

Defendant brought suit against Mr. Dawe on the alleged debt on December 17, 2002. This case was involuntarily dismissed on June 10, 2003 (attached). Pursuant to Massachusetts Rule of Civil Procedure 41(b)(3), this dismissal was with prejudice. Yet Defendant continues to allege that Mr. Dawe owes the debt. Letter from Defendant (April 23, 2004) (attached). Defendant even sent the account to Account Solutions Group for collections. See Letter from ASG (Nov. 10, 2004); Letter from ASG (Nov. 19, 2004) (attached).

On January 26, 2004, Mr. Dawe obtained copies of his credit reports from Equifax and Trans Union (redacted copies attached).

Beverley L. Crump, Registered Agent Capital One Bank August 26, 2004 page 2

These reports show Defendant's trade line for the alleged debt. Mr. Dawe wrote to Equifax, Experian, and Trans Union on June 9, 2004, via certified mail, return receipt requested, disputing the trade line (letters attached). Defendant confirmed its trade line as reported by all three credit bureaus (redacted credit histories attached).

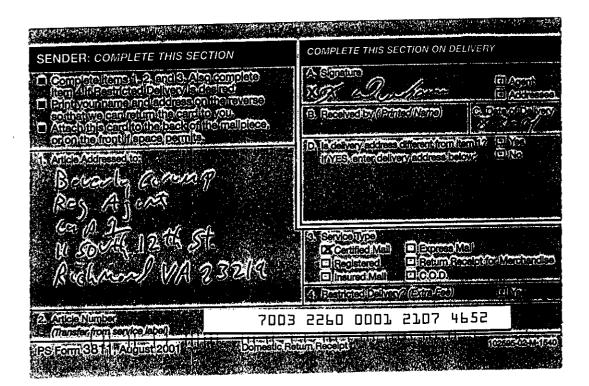
Defendant has violated the FCRA and Chapter 93A as well as common law negligence and common law defamation in failing to timely eliminate the negative information from Mr. Dawe's credit history. This letter is sent pursuant to Chapter 93A:9 in an attempt to settle this matter prior to litigation.

Mr. Dawe demands that the entry be deleted and \$50,000 to cover actual damages, statutory damages, and equitable relief as well as attorney fees, expenses, and costs to date. Defendant has thirty days to respond, until September 20, 2004. If we do not hear from Defendant by that date, then we will file suit in federal district court in Worcester, Massachusetts, seeking damages and injunctive relief.

Sincerely,

Jason David Fregeau, Esq.

cc: Michael Dawe





September 21, 2004

Trisha Payne Campbell Attn: 12072-0300 Direct Dial (804) 284-2796 Facsimile (804) 284-2757

VIA FACSIMILE AND OVERNIGHT MAIL

Jason D. Fregeau, Esq. 47 Lincoln Road Longmeadow, MA 01106

Re:

Michael Dawe v. Capital One Bank Account No: 781260-1777706746

Dear Mr. Fregeau:

Please accept this letter as Capital One Bank's formal response to your letter requesting a demand for relief under 93A of the Massachusetts Consumer Protection Statute, which was dated August 26, 2004, and was received in our office on September 16, 2004. Please be assured that I have thoroughly read your letter and hope this response sufficiently addresses your complaint.

Michael Dawe applied for a personal loan ("Loan") with Capital One Bank ("Capital One") in September of 2000 for \$15,381.00. He made monthly payments of \$262.55 until April of 2002, and eventually charged-off as a profit-loss account in September of 2002 for non-payment. As of this date, the Account has not been settled and still has an outstanding balance of \$16,641.04.

I have also reviewed the Judgment of Dismissal filed in the Trial Court of Massachusetts on June 10, 2003, and have confirmed with the court that the action was dismissed without prejudice, which allowed Capital One to continue collection efforts. Mr. Dawe requested that Capital One cease all collection efforts on April 20, 2004, and we discontinued all collection efforts on April 20, 2004.

Notwithstanding that there are clearly no damages nor any real harm done in this situation, in the spirit of compromise, and without prejudice to any party. Capital One is willing to accept Eight Thousand and No/100 Dollars (\$8,000.00), payable to Capital One Bank, as payment in full for final settlement of his Loan.

Page 2

I hope this letter sufficiently addresses your concerns. I invite you to call me directly at (804) 284-2796 should you require further information or explanation regarding Capital One's position on this matter.

Sincerely,

Trisha Payne Campbell Litigation Specialist

pisha A. Campbell

JS 44

CIVIL COVER SHEET

The JS-44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

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UNITED STATES DISTRICT COURT

UNITED STATES DISTRICT COURT 04-40192

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